

(Use several sheets if necessary)

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Application Number

Applicant(s)

Guy J. Rackham

Filing Date

Herewith

10796367 - GAU: 4143

Group Art Unit

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/NC/		Freeland, <u>The Ultimate CRM Handbook</u> , McGraw Hill, New York, 2003, Chapter 1, pp. 3-9

EXAMINER /Nadia Chong Cruz/

DATE CONSIDERED 02/04/2008

EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP Section 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.